

Amendments to the Claims

The listing of claims will replace all prior versions, and listings of claims in the application.

Claims 1-65. (Cancelled).

Claim 66. (New) A system comprising:

a data system; and

a voice user interface adapted to permit a user to conduct commercial transactions via the data system;

wherein the voice user interface comprises an inferencing engine adapted to analyze data relating to previous commercial transactions made by a user, to identify products and/or services of interest to the user based on the analysis, and to provide voice content to the user that relates to the identified products and/or services.

Claim 67. (New) The system of claim 66, wherein the inferencing engine is further adapted to generate a list of recommended products and/or services for a particular user and to provide the list to the user in a voice format.

Claim 68. (New) The system of claim 66, wherein the data relating to previous commercial transactions made by a user is stored in the data system.

Claim 69. (New) The system of claim 66,

wherein the data system comprises a Web application server.

Claim 70. (New) The system of claim 66,
wherein the data system comprises a system that supports a customer call center application.

Claim 71. (New) The system of claim 66,
wherein the data system comprises an automated banking system.

Claim 72. (New) The system of claim 66, wherein the voice user interface is implemented in part on a device that is local with respect to a user and in part on a system that is remote with respect to the user.

Claim 73. (New) A voice integration platform for developing a voice user interface to a data system, the voice integration platform comprising:

- a voice gateway adapted to permit voice interaction with a user;
- one or more voice applications that allow a user to conduct commercial transactions via the data system; and
- an inferencing engine adapted to analyze data stored in the data system relating to previous commercial transactions made by a user, to identify products and/or services of interest to the user based on the analysis, and to provide voice content to the user that relates to the identified products and/or services.

Claim 74. (New) The voice integration platform of claim 73, wherein the inferencing engine is further adapted to generate a list of recommended products and/or services for a particular user and to provide the list to the user in a voice format.

Claim 75. (New) A system comprising:

a data system;

content management software adapted to receive a stream of audio content and to selectively store portions of the audio content stream in the data system;

a voice user interface adapted to permit a user to selectively access one of the portions of the audio content stream stored in the data system for playback.

Claim 76. (New) The system of claim 75, wherein the content management software is adapted to receive a stream of audio content comprising news and/or sports information.

Claim 77. (New) The system of claim 75, wherein the content management software is adapted to receive a stream of audio content comprising one or more voicemail messages.

Claim 78. (New) The system of claim 75, wherein the content management software is adapted to receive a stream of audio content comprising weather information.

Claim 79. (New) The system of claim 75, wherein the content management software is adapted to receive a stream of audio content comprising stock quotes.

Claim 80. (New) The system of claim 75, wherein the content management software is adapted to receive a stream of audio content comprising one or more e-mail messages that have been converted to speech.

Claim 81. (New) The system of claim 75, wherein the content management software is adapted to selectively store portions of the audio content stream in the data system in one of a plurality of domains, wherein each of the plurality of domains is associated with a corresponding audio content type.

Claim 82. (New) The system of claim 81, wherein the voice user interface is adapted to permit a user to selectively access one of the portions of the audio content stream by navigating the plurality of domains.

Claim 83. (New) The system of claim 75, wherein the voice user interface is implemented in part on a device that is local with respect to a user and in part on a system that is remote with respect to the user.

Claim 84. (New) A voice integration platform for developing a voice user interface to a data system, the voice integration platform comprising:

a voice gateway adapted to permit voice interaction with a user;

content management software adapted to receive a stream of audio content and to selectively store portions of the audio content stream in the data system; and

one or more voice applications adapted to allow a user to selectively access, via the voice gateway, one of the portions of the audio content stream stored in the data system for playback.

Claim 85. (New) The voice integration platform of claim 84, wherein the content management software is adapted to receive a stream of audio content comprising news and/or sports information.

Claim 86. (New) The voice integration platform of claim 84, wherein the content management software is adapted to receive a stream of audio content comprising one or more voicemail messages.

Claim 87. (New) The voice integration platform of claim 84, wherein the content management software is adapted to receive a stream of audio content comprising weather information.

Claim 88. (New) The voice integration platform of claim 84, wherein the content management software is adapted to receive a stream of audio content comprising stock quotes.

Claim 89. (New) The voice integration platform of claim 84, wherein the content management software is adapted to receive a stream of audio content comprising one or more e-mail messages that have been converted to speech.

Claim 90. (New) The voice integration platform of claim 84, wherein the content management software is adapted to selectively store portions of the audio content stream in the data system in one of a plurality of domains, wherein each of the plurality of domains is associated with a corresponding audio content type.

Claim 91. (New) The voice integration platform of claim 90, wherein the one or more voice applications are adapted to allow a user to selectively access one of the portions of the audio content stream by navigating the plurality of domains.